Contents

Number 1

Editorial	1	*Philip Hills*
Papers	3	Mismanagement of tacit knowledge: the importance of tacit knowledge, the danger of information technology, and what to do about it *J-A Johannessen, J Olaisen and B Olsen*
	21	Information quality: meeting the needs of the consumer *Y Salaun and K Flores*
	39	Computer decision support systems in general practice *A M Thornett*
	49	A conceptual model for interactive buyer–supplier relationship in electronic commerce *J E Tang, D Y Shee and T-I Tang*
	69	Towards an integrating programme for information systems design: an Oriental case *Z Zhu*
	91	A letter from West Sussex *M White*
Reviews	95	The web of knowledge: a festschrift in honor of Eugene Garfield: Blaise Cronin andnHeen Barsky Atkins *D Bawden* Managing your internet and intranet services: Peter Griffiths *D Bawden* Find it on the Internet: Kye Valongo; Internet searching and indexing; the subject approach: Alan R Thomas and James R Shearer *D Bawden*

Number 2

Editorial	99	*Philip Hills*
Papers	101	Internet billing: the experience from four UK utility companies *M Milroy and F Li*
	123	Modelling business processes with workflow systems: an evaluation of alternative approaches *G Mentzas, C Halaris and S Kavadias*
	137	Applying evaluation criteria to New Zealand government websites *A G Smith*
	151	Establishing a knowledge management programme for competitive advantage in an enterprise *L T Ndlela and A S A du Toit*

167 Developing performance and impact indicators and targets in public and education libraries
S Markless and D Streatfield

Number 3

Editorial 181 *Philip Hills*

Papers 183 Harnessing the power of geographical knowledge: the potential for data integration in an SME
D J Grimshaw

193 EDI in strategic supply chain: impact on customer service
D Lim and P C Palvia

213 Online banking: a field study of drivers, development challenges, and expectations
A M Aladwani

227 Distance learning using video terminalsan empirical study
M Kodama

245 The key role of organizational culture in a multi-system view of technology-driven change
Á Cabrera, E F Cabrera and S Barajas

Reviews 263 Knowledge management and virtual organisations: Yogesh Malhotra (Ed.)
David Bawden
Managing know-who based companies: Sigvald J Harryson
David Bawden
The next common sense; the e-manager's guide to mastering complexity: Michael Lissack, Johan Roos
David Bawden
Digital imaging: a practical handbook: Stuart D. Lee
David Bawden

Number 4

Editorial 267 *Philip Hills*

Papers 269 Corporate portals: a literature review of a new concept in Information Management
C Dias

289 The Algerian agricultural information and documentation system: how does it support national research and training?
R Issolah and J-F Giovannetti

301 Information products revisited
E Orna

Viewpoint 317 The Web page as cave painting: some observations on the art of communicating through the World Wide Web
A Whitworth

Reviews 321 Finding and using health and medical information on the Internet: Sue Welsh, Betsy Anagnostelis, and Alison Cooke
Lyn Robinson and David Bawden
The library in the twenty-first century: new services for the information age: Peter Brophy
David Bawden
Evaluation of library and information services (2nd edition): John Crawford
David Bawden

Number 5

Editorial 327 *Philip Hills*

Papers 329 Sucess factors for domestic and international electronic data interchange (EDI) implementation for US firms
R Angeles, C L Corritores, S C Basu and R Nath

349 A model for investment justification in information technology projects
A Gunasekaran, P E D Love, F Rahimi and R Miele

365 Organisational scenarios and legacy systems
C Brooke and M Ramage

385 Toward a general model for web-based information systems
S Wang

Reviews 397 "The intelligent enterprise Butlercompetitive use of intelligence in business" business intelligence stream: volume 1 concept report: Butler Group
Bob Wiggins
The Invisible Web: Paul Pedley
David Bawden

Number 6

Editorial 401 *Philip Hills*

Papers 403 What does it mean to empower informationally the local government!designing an information system for a district level development administration
P Banerjee

423 An investigation of the strategic information systems planning success in Chinese publicly traded firms
A S Kunnathur and Z Shi

441 An empirical investigation of the management practices and the development of electronic commerce in Mauritius
D Kardaras and B Karakostas

457 An examination of major IS planning problems
T S H Teo and J S K Ang

I Contents and author index to volume 21 (2001)